

The CP Connection

The Community Partner Newsletter

Issue 29

January Issue 2018



"Your success and happiness lies in you."
~Hellen Keller

The MHLA Program Office moves to Alhambra!

Hello and Happy New Year from the MHLA Program Office. We hope everyone had a lovely holiday season. Here at MHLA, we are starting the year off with a big move. Effective Monday, January 22, 2018, the MHLA Program Office will be located at "The Alhambra" building in Alhambra, California. Many of you are familiar with "The Alhambra" from attending MHLA trainings and meetings,

For the past four years, the MHLA administrative home has been in Monterey Park. However, we are now moving to Alhambra to join the rest of our Managed Care Services colleagues. All MHLA units will be moving including MHLA Contract Administration/Provider Relations, MHLA Member Services, and the MHLA Eligibility Review Unit

Please make note of the following:

- ◆ **The MHLA mailing address is changing to: 1000 S. Fremont Avenue, Building A9-East, 6th Floor, Unit #92, Alhambra, CA 91803.**
- ◆ **The MHLA main line is changing to: 626-525-5789.** We will provide the new telephone numbers for MHLA staff as soon as we have them.
- ◆ **The SME line for the Eligibility Review Unit is changing to: 833-714-6500.**
- ◆ **The MHLA Member Services number for patients is not changing, and remains: 844-744-6452.**

Please watch for upcoming emails with more information.

Thank you!

Inside this issue:

- ◆ Updates on the training dates for the MHLA Eligibility and One-e-App Trainings for January 2018. See page 2.
- ◆ Now you can receive your MHLA CP Payment electronically. More info on page 2.

January 2018 Dates for One-e-App and Eligibility Trainings

The first 3-hour **One-e-App Training (OEA)** of 2018 will be **Friday, January 19, 2018**. Please choose from one of two sessions: 9:00 AM to 12:00 PM or 1:00 PM to 4:00 PM. **Please note a location change for the training:** the OEA Training will be held at **Rancho Los Amigos Rehabilitation Center, 7601 E. Imperial Highway, Human Resources Building, Room 112-113, Downey.**

For more information on the OEA Training, contact Ray Plaza at: raplaza@dhs.lacounty.gov.



The first **MHLA Comprehensive Eligibility Training** of 2018 will be **Thursday, January 25, 2018** from 9:00 AM to 4:00 PM at **“The Alhambra” 1000 South Fremont Ave., Building A-7, Lower Level Auditorium, Alhambra.**

To register for the Comprehensive Eligibility Training, contact Jennifer Estrada at JEstrada1@dhs.lacounty.gov.

Community Partner Payments Now Available Electronically!

Now there is a faster option to receive your MHLA payment via direct deposit or Electronic Fund Transfer instead of receiving a check by mail. If your agency is interested and would like to set up a direct deposit with LA County, please use the following link for the Direct Deposit Authorization Form:

<https://directdeposit.lacounty.gov/>

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Amy Luftig Viste Program Director
Philip Barragan Newsletter Editor



For direct deposit -related questions, please contact the Auditor Controller Disbursements Division by telephone at (213) 974-4796 or by email at disb.directdeposit@auditor.lacounty.gov.

Once you have completed the direct deposit setup, please notify Jihan Awad and Tammy Wong at DHS Fiscal Services at the following email addresses:

- ◆ **Jihan Awad**, jawad@dhs.lacounty.gov
- ◆ **Tammy Wong**: TWong2@dhs.lacounty.gov

Thank you for your time and we look forward to your direct deposit setup.

The Fiscal Year 2016-17 MHLA Annual Report is Out!

On June 30, 2017, the MHLA Program completed its third fiscal year of operation. The MHLA annual report for the program is now finalized and on the MHLA website. The report provides a comprehensive summary and analysis of the MHLA program including enrollments, disenrollments, renewals, calls to member services, audits, service utilization and financials.

The annual report is designed to provide the public, policy makers, participants, clinics, researchers and other interested groups with detailed information about the ongoing performance of the MHLA program and clinics throughout FY 2016-17. Highlights include:

- A total of 189,410 participants were enrolled at some point during the fiscal year.
- 121,133 (64%) unique participants received a primary care visit at a CP medical home clinic and averaged 3.29 visits per year.
- 476,098 total primary care visits were provided at CP medical home clinics.
- 68% of participants renewed or re-enrolled in the program during the fiscal year.
- 29,032 unduplicated MHLA patients accessed 129,371 specialty care visits at DHS.
- 14,186 emergency department (ED) visits were provided for 5% of MHLA participants.

The Annual Report can be found on the MHLA website (dhs.lacounty.gov/mhla) under the “MHLA Reports and Resources” section. Enjoy.